Avaya 3905 Digital Deskphone User Guide

Avaya Communication Server 1000

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Introduction to the Avaya 3905 Digital Deskphone

Your Avaya 3905 Digital Deskphone provides easy access to a wide range of business features.

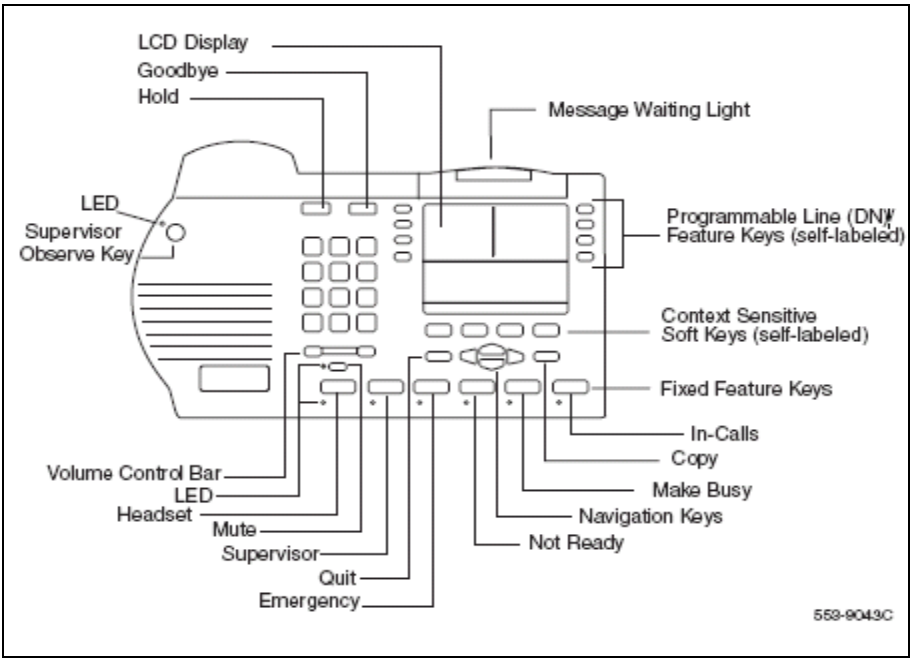
Your network administrator assigns features to your feature keys and provides you with passwords and other codes as required.

The Call Server automatically controls incoming call routing to answering positions, and can provide music or recorded announcements to waiting callers.

In this document, *Digital Deskphone* and *Automatic Call Distribution telephone (ACD)* are interchangeable terms for the Avaya 3905 Digital Deskphone.

Optional accessories are available to expand the capabilities of the Avaya 3905 Digital Deskphone. See "Accessories for the Avaya 3905 Digital Deskphone" on page 103 for more information.

Avaya 3905 Digital Deskphone



Avaya 3905 Digital Deskphone keys

The Avaya 3905 Digital Deskphone features:

- Eight Programmable Line (DN)/Feature Keys (self-labeled), giving you access to eight different lines (DNs) or features.
- Four Context Sensitive Soft Keys (self-labeled)
- Six Fixed Feature keys which can be configured to fit your business needs (see note):
  - Headset (with LED indicator)*
  - In-Calls*
  - Call Supervisor*
  - Emergency*
  - Not Ready*
  - Make Set Busy*
  - Call Agent
  - Observe Agent
  - Answer Emergency
  - Answer Agent
  - Activity Code
  - Display Queue

Note: The Headset and In-Calls Keys are required. Your network administrator can reconfigure the remaining four keys to any of the features listed above. Default keys are indicated by an asterisk. Order the optional Key Cap Kit to obtain key caps for the non-default features. See “Additional Key Caps” on page 103.

Your Telephone's Controls

Fixed and programmable telephone keys

Use the **Volume Control Bar** to control the volume of the handset, headset, speaker, ringer, and handsfree. Increase the volume by pressing the right side of the bar. Lower it by pressing the left side.

You can terminate an active call by pressing the **Goodbye** Key. The **Goodbye** Key is useful for disconnecting a handsfree call.

Press the **Headset** Key to switch a call back and forth between the optional handset and the headset.

A steady LCD indicator appearing beside a **Programmable Line (DN)/Feature** Key means that the feature or line is active. A flashing LCD indicator means the line is on hold or the feature is being programmed.

By pressing the **Hold** Key, you can put an active call on hold. Return to the caller by pressing the DN Key beside the flashing indicator.

The **Mute** Key allows you to listen to a conversation without being heard. Push the Mute Key again to return to a two way conversation. The **Mute** Key applies to both the headset and optional handset microphones. The Mute LED flashes when the Mute option is in use.

The **Navigation** Keys allow you to scroll through Menus and lists on the display.

The **Copy** Key is reserved for future applications.

The **Quit** Key ends an active application. Pressing the **Quit** Key does not affect the status of calls currently on your telephone.

Note: If you press the Quit Key before the Done Key you exit without saving changes. Press the Done Key to exit and save changes.

The **Options** Key allows you to access and modify telephone options. It is configured as the top left programmable feature key on the telephone.

The **Directory/Log** Key allows you to access your Personal Directory (100 entries), Callers List (last 100 calls), and Redial List (last 20 outgoing calls).

The **Applications** Key allows you to access additional features that may be provided by your network administrator.

The **Individual (secondary) Line/Directory Number (DN)** Key(s) allow you to make and receive non-ACD calls.

The **More** Key allows you to access additional layers of Context Sensitive Soft Keys.

Context Sensitive Soft Keys are configured for various features on the Avaya 3905 Digital Deskphone. The **Soft** Keys are located below the display area. These keys have an LCD label above them that changes based on available features or the active application.

Programmable Line (DN)/Feature Keys are located at the sides of the upper display area. Once configured, these keys provide one-touch feature activation. A status icon indicates call or feature status.

Fixed Automatic Call Distribution (ACD) Feature Keys

The fixed feature keys on your Avaya 3905 Digital Deskphone are labeled at the factory. The default feature keys are: Headset, Call Supervisor, Emergency, Not Ready, Make Busy, and In-Calls. The Headset and In-Calls keys can not be reconfigured. The remaining four keys can be configured for any of the following features: Activity, Answer Emergency, Answer Agent, Observe Agent, Display Queue (waiting calls), or Call Agent.

The **In-Calls** Key provides easy access to your Primary or ACD Directory Number of the agent position. Press the **In-Calls** Key to answer incoming ACD calls.

Press the **Headset** Key to switch back and forth between using the headset and using the optional handset. The headset indicator is lit when the headset is active.

Note 1: Headsets vary in electrical, physical, and audio characteristics. Performance perception is subjective so Avaya recommends that you that you try using the headset with each of the three settings on both internal and external calls. This will help you determine which setting works best. As with all Digital Deskphones, both amplified and unamplified headsets are supported.

Note 2: Use the Amplified Headset setting if you are using an amplified headset.

Note 3: The handset is an optional hardware item. If you order this option, Avaya recommends that it be installed by your network administrator.

The **Supervisor** Key is a direct line on the agent telephone to the supervisor.

Press the **Emergency** Key to join the supervisor into a call that you judge to be an emergency situation.

Press the **Not Ready** Key to put the agent position in a Not Ready state. The Not Ready state takes the agent out of the ACD queue without logging the agent out. The Not Ready state allows the agent to perform and record post call processing duties connected to ACD calls.

Press the **Make Busy** Key to log out of the ACD queue and agent position.

Press the **Activity** Key and enter the appropriate activity code to record the activity the agent is performing.

The **Answer Emergency** Key on the Supervisor ACD telephone corresponds to the agent emergency call key.

The **Answer Agent** Key on the Supervisor ACD telephone corresponds directly to the agent's call supervisor key, this allows a direct connection to the supervisor from an agent position.

The **Observe Agent** Key (on the Supervisor ACD telephone) allows the supervisor to monitor the activity on the agents telephone.

The **Display Queue** Key on the Supervisor and Agent ACD telephone displays to the agent or the supervisor information on the number and waiting times of the calls in the ACD queue.

The **Call Agent** Key on the Supervisor set connects the supervisor to an agent position.

The **Supervisor Observe** Key allows a walk-around supervisor to plug a headset into the headset jack at the side of the agent's telephone and monitor or join the conversation between the agent and the Call Center caller. The LED adjacent to this key lights to indicate that the jack is in use.

Terms you should know

Attendant — The attendant is a telephone operator in your organization.

Call party information—When your telephone rings, the display shows Call Party Name Display (CPND) information. The system must have CPND enabled. The display shows the phone number and name, if available, of the incoming call.

Context Sensitive Soft Keys — The four keys located directly below the display are referred to as Context Sensitive Soft Keys. The label and function of each key changes depending upon the available features or the active application.

Directory Number (DN) — The Directory Number is a number that consists of one to seven digits for a telephone, also known as an extension number.

Fixed Keys—The Fixed Keys are the hard, factory labeled, keys on your telephone.

Flexible Feature Codes (FFCs) —Flexible Feature Codes (FFCs) allow you to access features for which you do not have a fixed or soft feature key. Flexible Feature Codes are applicable to the Meridian 1 system only. For your convenience, the FFCs for your system can be printed on a page located at the back of this guide.

Indicator — An indicator is an LCD or LED that displays the current status of a feature by its state; flashing, winking, steady on, or off.

Information screen—The Information screen displays call activity, lists, prompts, and status of calls.

Interrupted dial tone—Interrupted dial tone is a broken or pulsed dial tone, heard when you access some of the features on your telephone.

Meridian 1 — The Meridian 1 is your office communications system.

More... — The More Key allows access to the multiple layers of the Programmable Feature Keys. These keys are the four keys located below the lower display area.

Off-hook — Off-hook is a term used to indicate that the telephone is active and ready to make a call. On the Avaya 3905 Digital Deskphone you can go off-hook when you press your Individual DN Key only. The Avaya 3905 Digital Deskphone does not go off-hook when you press the In-Calls Key or your Primary (ACD) DN Key.

Paging tone— Paging tone is a special tone heard when using the Radio Paging feature. You hear two beeps followed by a dial tone.

Primary Directory Number (PDN)— The Primary Directory Number is the main extension number on your telephone. It is accessed using the Primary Directory Number (PDN) Key. On the Avaya 3905 Digital Deskphone your Primary Directory Number and your ACD Directory Number are the same. The In-Calls Key connects directly to the PDN Key.

Private Line — A Private Line can be assigned to your telephone. With this line you can reach an outside number without dialing a code to access an outside line. Internal extensions cannot be dialed from a private line.

Ringback/ring tone— The Ringback/ring tone is the sound you hear when a call you have made is ringing at its destination.

Shared Directory Numbers — A shared directory number is a DN (extension) that is shared by two or more telephones. This is also known as a Multiple Appearance DN (MADN).

Special dial tone— The special dial tone refers to three consecutive tones followed by dial tone that you hear when accessing some of your telephone features.

Switchhook — The switchhook is the button the optional handset presses down, disconnecting your call, when you replace the handset. When you lift the handset on the Avaya 3905 Digital Deskphone you must press an Individual Line (DN) Key to receive dial tone.

Directory Numbers

Primary Directory Number

The lower right Programmable Line (DN)/Feature Key is the ACD Primary Directory Number (DN) Key. The function of this key is identical to that of the In-Calls Key.

Individual Directory Number

The Individual Directory Number (DN) is a secondary DN for the telephone. You can make outgoing calls on this number and receive incoming calls. The Individual line can be configured to have all the standard functions of a regular, non-ACD, telephone line.

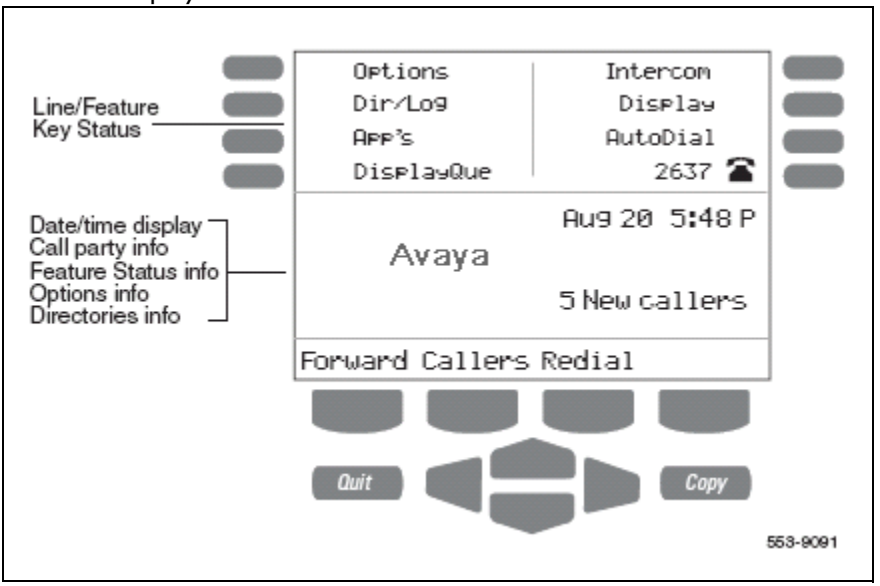
Note: You have only one Primary Directory Number assigned to your telephone. You can have multiple Individual DNs assigned to your telephone.

Your telephone's display

This section summarizes the display features of the **Avaya 3905 Digital Deskphone**. An example of an idle display is shown in the following figure.

Avaya 3905 Digital Deskphone display

The upper portion of the display on the **Avaya 3905 Digital Deskphone** gives line and feature status information, the lower display area is a two line feature information display.

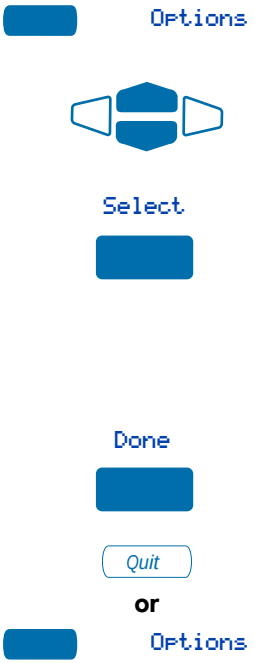


Note: Refer to "Your Telephone's Controls" on page 12 for information on the specialized keys on your Avaya 3905 Digital Deskphone.

Options List

The **Options List** allows you to customize certain characteristics of your phone. Screen prompts take you step-by-step through procedures and keep you informed on the status of the following settings: Language, Change feature key label, Screen contrast, Volume adjustment, Ring type, Call log options, Preferred name match, Area code set-up, Call timer enable, Date/time format, Key click enable, Headset type, and Display diagnostics.

To change any option's setting:



1. Press the **Options** Key.
2. Use the **Navigation** Keys to scroll up or down through the options list.
3. Press the **Select** Key when the desired option is highlighted.
4. Change the option's settings. Refer to the following pages for details. The display also provides you with information to adjust your selection.
5. Press the **Done** Key to save your changes.
6. Press the **Quit** Key or **Options** Key to exit.

Note: If you press the **Quit** Key or **Options** Key before you press the **Done** Key, you exit the Options List without saving your changes.

Select a language

The display is available in multiple languages. After you select `Language...` from the **Options List** menu,

1. Use the **Navigation** Keys to highlight the desired language (e.g., German).

2. Press the **Select** Key.

Press the **Done** Key to save changes. Press the **Quit** Key or **Options** Key to exit.

Change a Feature Key label

You can change the name on the Programmable Line (DN)/Feature Keys (self-labeled). These keys are located on both sides of the top portion of the display area.

To change a Feature Key label:

1. Press the down **Navigation** Key once to highlight `Change feature key label`.

2. Press the **Select** Key.

   This action takes you to the **Feature Key** menu and highlights `Change feature key label`.

3. Press the **Select** Key again.

   The prompt asks you to select the key you want to change.

4. Press the **Programmable Line/Feature** Key whose label you want to change, (e.g., `AutoDial`).

5. Press the **Dial Pad** Key that is printed with the first letter in your new label. Press the key until the correct character appears.

Note: Use the **Case** Key to change the case of the letter, as needed.Press the **Up Navigation** Key to access special characters you may want to include in the label. Use the **Navigation** Keys to locate the character you want to include. Press the **Select** Key to choose the highlighted character. Press the **Return** Key to return to label entry without selecting a special character.

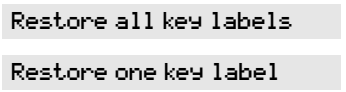
6. Press the right **Navigation** Key once to move the cursor (so you can enter the next letter) when the desired letter appears.
7. Repeat steps 5 and 6 until you have changed the entire label.

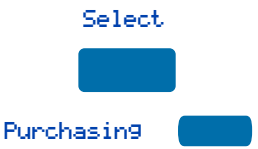
Press the **Done** Key to save changes. Press the **Quit** Key or **Options** Key to exit.

Note: For a detailed example of using the dial pad to enter text into your Avaya 3905 Digital Deskphone, please see "Add a Personal Directory entry" on page 88.

To restore key label(s):

1. From the **Feature Key** menu, use the down **Navigation** Key to highlight `Restore all key labels` or `Restore one key label`.





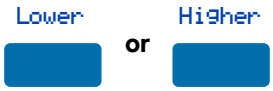
2. Press the **Select** Key.
3. If you are restoring one key label, press the **Programmable Line (DN)/Feature** Key (self-labeled) that you want to restore to the original label (e.g., `Purchasing`).

Press the **Done** Key to return to the **Options List** menu. Press the **Quit** Key or **Options** Key to exit.

Note: You cannot change the label on the primary DN. Press the Shift Key if the label you want to change is on the second layer of Programmable Line/Feature Keys (self-labeled).

Adjust Screen contrast

The **Screen contrast** option allows you to adjust the contrast of the display on your telephone. After you select `Screen contrast` from the **Options List** menu;



From the **Contrast** screen, press the **Lower** Key to decrease the display contrast level, or press the **Higher** Key to increase the display contrast level.

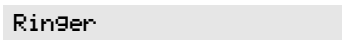
Press the **Done** Key to save changes. Press the **Quit** Key or **Options** Key to exit.

Adjust volume

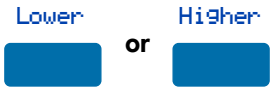
Use the **Volume adjustment** option to select a comfortable sound level for the various audio signals.

Note: After you select `Volume adjustment...` from the **Options List** menu, a list of adjustable items for your telephone model appears. It is recommended that you adjust these parameters while you are on a telephone call so that you can judge the impact of the changes your are making.

To adjust the Ringer volume:



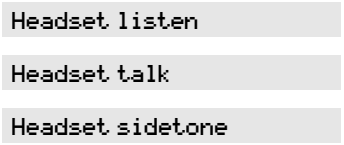
1. Select **Ringer** from the **Volume** menu.



2. Press the **Lower** Key to decrease the ringer volume, or press the **Higher** Key to increase the ringer volume.

Press the **Done** Key to save changes. Press the **Quit** Key or **Options** Key to exit.

Use the procedure above to adjust the volume on the following items:



Note: Headset sidetone is the sound of your own voice that you hear in the headset speaker.

Choose Ring type

The **Ring type** option allows you to choose from among the various ringing sounds available for your telephone model. After you select `Ring type...` from the **Options List** menu;

1. Use the **Navigation** Keys to scroll through the list of ring types.

`Ring type 3`

`Play`

2. Press the **Play** Key to sample a ring tone.

`Select`

3. Press the **Select** Key to activate the desired ring type.

Press the **Done** Key to save changes. Press the **Quit** Key or **Options** Key to exit.

Select Call Log options

The **Call Log options** setting provides a choice of logging all incoming calls, logging only the unanswered calls, or not logging any calls. The Call Log holds up to 100 different incoming entries. After you select `Call log options` from the **Options List** menu;

From the **Log options** menu, use the **Navigation** Keys to highlight and select either:

`Log all calls`

or

`Log unanswered calls`

Log all calls

or

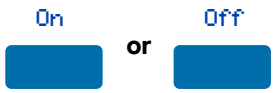
Log unanswered calls

Note: `New call indication` must be set to `On`, if you want Call Log notification.

Press the **Done** Key to save selection. Press the **Quit** Key or **Options** Key to exit.

Use Live dial pad

The **Live dial pad** option allows you to press any dial pad key to automatically access a dial tone. After you select `Live dial pad` from the **Options List** menu;

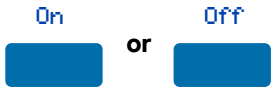


From the **Live dialpad** screen, press the **On** Key to turn on Live dial pad, or press the **Off** Key to turn off Live dial pad.

Press the **Done** Key to save changes. Press the **Quit** Key or **Options** Key to exit.

Select Preferred name match

The **Preferred name match** option displays the names of incoming and outgoing callers as stored in your Personal Directory, if the telephone number matches the one stored in your directory. This option allows you to personalize the displayed names for incoming and outgoing calls. After you select `Preferred name match` from the **Options List** menu;



From the **Name match** screen, press the **On** Key to turn on Preferred name match, or press the **Off** Key to turn off Preferred name match.

Press the **Done** Key to save changes. Press the **Quit** Key or **Options** Key to exit.

Set up area code

Using the **Area code set-up** option causes the Callers List and Calling Line ID (CLID) display show the number/extension followed by the area code/prefix in parenthesis. This makes it easier to identify local calls and internal calls. You can define up to three codes. After you select `Area code set-up` from the **Options List** menu

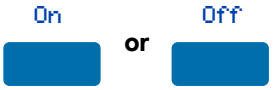
Use the **Navigation** keys to place your cursor in the first line and enter an **area/country code** of your choice.

Note: You can enter up to three codes of your choice.

Press the **Done** Key to save changes. Press the **Quit** Key or **Options** Key to exit.

Enable Call timer

The **Call timer enable** option measures how long you are on each call. After you select `Call timer enable` from the **Options List** menu;



From the **Call timer** screen, press the **On** Key to turn on the Call timer, or press the **Off** Key to turn off the Call timer.

Press the **Done** Key to save changes. Press the **Quit** Key or **Options** Key to exit.

Select Date/time format

There are eight **Date/time formats**. Four formats are based on the 12 hour clock and four are based on the 24 hour clock. After you select `Date/time format...` from the **Options List** menu;

Use the **Navigation** Keys to scroll through the eight formats. The sample formats appear on the upper right side of the display area.

`Format 3`

Press the **Done** Key to select the highlighted format. Press the **Quit** Key or **Options** Key to exit.

Enable Key click

The **Key click** option causes the handset or speaker to produce a clicking sound when you press the telephone keys. After you select `Key click enable` from the **Options List** menu;

From the **Key click** screen, press the **On** Key to turn on Key click, or press the **Off** Key to turn off Key click.

Press the **Done** Key to save changes. Press the **Quit** Key or **Options** Key to exit.

Headset type selection

The **Headset type** option allows you to select one of the three different headset types: Type 1, Type 2, or Amplified. Select the setting that works best for the headset that you are using. After you select `Headset type` from the **Options List** menu;

From the **Headset type** menu, use the **Navigation** Keys to highlight and select either:

`Headset Type 1`

Type 1 headset

or

`Headset Type 2`

Type 2 headset

or

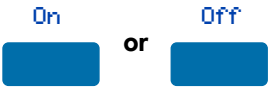
`Amplified Headset`

Amplified headset

Press the **Done** Key to save selection. Press the **Quit** Key or **Options** Key to exit.

Use Headset port on call

The **Headset port on call** option requires that a lamp-type accessory be connected to the headset port. When the Headset port on call option is activated and the user is on a call, the lamp lights providing an indication that a call is in progress. After you select `Headset port on call` from the **Options List** menu;



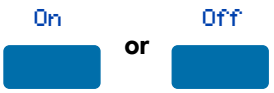
From the **On call** screen, press the **On** Key to turn on Headset port on call, or press the **Off** Key to turn off Headset port on call.

Press the **Done** Key to save changes. Press the **Quit** Key or **Options** Key to exit.

Note: Additional equipment is required to implement this option. For more information please contact your Avaya distributor.

Activate Headset port external alerter

When the **Headset port external alerter** option is activated, it supports a visual or audible alerter and/or recorder device. This device plugs into the Headset port, which is located on the bottom of the telephone. After you select `Headset port ext alerter` from the **Options List** menu;



From the **External alerter** screen, press the **On** Key to turn on Headset port external alerter, or press the **Off** Key to turn off Headset port external alerter.

Press the **Done** Key to save changes. Press the **Quit** Key or **Options** Key to exit.

Note: Additional equipment is required to implement this option. For more information please contact your Avaya distributor.

Display diagnostics

The **Display diagnostics** option tests the functionality of your telephone's display screen and indicator lights. This option also provides information on the firmware currently in use on your Avaya 3905 Digital Deskphone. After you select `Display diagnostics` from the **Options List** menu;

Use the up or down **Navigation** Key to scroll through the list and view the changing display screens.

Press the **Done** Key to return to the **Options List** menu. Press the **Quit** Key or **Options** Key to exit.

Call Center Agent/Supervisor Features

This section describes features and procedures common to both the Call Center Agent and the Call Center Supervisor.

Headset interface

The Headset Key is used to switch between the headset and the handset mode of operation. If you do not have the optional handset installed, all calls will be connected to your headset. The LED lights steadily to indicate you are in headset mode. The headset LED is dark (unlit) if you are in handset mode.

If you have the handset option installed, press the Headset Key to enter handset mode. The headset LED will go dark, and all calls will be presented to the handset. Lift the handset and press a DN or In-Calls key to receive calls. To make outgoing calls using your handset, lift the handset and press an individual DN Key to receive dial tone. If you want to return to headset mode press the Headset Key. The headset LED will light steadily, and all calls will be presented to the headset.

Note: Refer to your distributor for the latest product bulletin from Avaya recommending headset types for use with the Avaya 3905 Digital Deskphone.

Test your headset with the telephone before using the telephone to receive calls**.** In a noisy environment, an amplified headset is an option. Select Headset type in the Options list and choose Type 1, Type 2, or Amplified. When an amplified headset is used, there are two methods of volume control: the **Volume Control Bar** on the telephone and the volume control on the headset amplifier. You should adjust the telephone volume before adjusting the headset volume. To provide the best communication with the least amount of distortion, the headset volume control should have a higher setting than the telephone volume control.

Agent login

1. Press the **In-Calls** Key.

2. **Dial** your Agent ID (if required).

or

3. Press either the **In-Calls** Key, or the **Not Ready** Key to enter the ACD queue.

Login with Agent ID and Multiple Queue Assignment (MQA)

The process of logging in using MQA consists of entering your four digit Agent ID followed by a Supervisor ID (if your queue requires one) followed by up to five ACD DNs and priority values (if priority values are being used) terminated by # #.

To choose the default Priority or Supervisor ID, enter # instead of a Priority entry or a Supervisor ID entry. The Priority or Supervisor configured for your set will be used.

Note: A Supervisor who is logging in to accept ACD calls will not be able to specify a Supervisor ID (even in the case where agents are required to enter one).

To login:

1. Press the **In-Calls** Key.
2. Select one of the following four login options:

To login without Supervisor ID and without Priority:

Dial your Agent ID # ACD DN 1 # ACD DN 2 # ACD DN 3 # ACD DN 4 # ACD DN 5 # #.

To login with Supervisor ID and without Priority:

Dial your Agent ID # Supervisor ID # ACD DN 1 # ACD DN 2 # ACD DN 3 # ACD DN 4 # ACD DN 5 # #.

To login without Supervisor ID and with Priority:

Dial your Agent ID # ACD DN 1 # Priority 1 # ACD DN 2 # Priority 2 # ACD DN 3 # Priority 3 # ACD DN 4 # Priority 4 # ACD DN 5 # Priority 5 # #.

To login with Supervisor ID and with Priority:

Dial your Agent ID [#]
Supervisor ID [#] ACD DN 1 [#]
Priority 1 [#] ACD DN 2 [#]
Priority 2 [#] ACD DN 3 [#]
Priority 3 [#] ACD DN 4 [#]
Priority 4 [#] ACD DN 5 [#]
Priority 5 [#] [#].

3. Press either the **In-Calls** Key, or the **Not Ready** Key to enter the ACD queue.

Correct errors during the login procedure

Dial [C] [#] to correct the previous entry. The Supervisor ID, ACD DNs, and Priorities can be re-entered (see the example below).

Example
To re-enter ACD DN 1 without using Priority (press [#] [C] [#] to correct ACD DN 1):

Dial your Agent ID [#] Supervisor ID [#]
ACD DN 1 [#] [C] [#] ACD DN 1 [#]
ACD DN 2 [#] ACD DN 3 [#]
ACD DN 4 [#] ACD DN 5 [#] [#].

Default login

If you normally use the same telephone, you need not repeat the entire login process at the beginning of each shift. The default login places you in the same ACD queues and the same supervisor that the set had in the previous login.

Default login:

1. Press the **In-Calls** Key.

2. **Dial** your Agent ID # # # (if your queue requires a Supervisor ID) or **Dial** your Agent ID # # (if a Supervisor ID is not required).

Note: If queues are retained from a prior login by an Agent ID, each queue is displayed for two seconds. Press **In-Calls**, **Not Ready**, or **Make Busy** to cancel display of Multiple Queues.

Agent logout

Press the **Make Busy** Key and disconnect the headset. The LED indicator lights steadily.

Note 1: If you press the **Make Busy** Key again, the LED indicator will turn off. At this point your telephone can accept non-ACD calls, but you are logged out of the queue.

Note 2: If you press the **Make Busy** Key while on an ACD call, you will be logged out automatically when the call is finished.

Call Center Agent features

This section explains the features that are available to ACD agent positions.

Use Activity Code

This feature allows you to record the type of activity you are performing. On the Meridian 1, use the **Activity** Key and activity codes.The Meridian 1 tracks items such as the number of specific types of calls and the holding times for these calls.

To capture activities:

1. Press the **Activity** Key.

2. **Dial** the Activity Code that corresponds to the activity being performed.

3. Press the **Activity** Key again.

If performing multiple tasks, repeat these steps.

Answer Call Center calls

The In-Calls Key is the lower right-hand key on your Avaya 3905 Digital Deskphone. The In-Calls Key is your main ACD extension (Primary DN). The In-Calls Key allows you to answer the next queued call on the primary DN. This key presents only ACD calls. To disconnect from an ACD call, press the Goodbye Key or press the In-Calls Key a second time.

To enable you to make outgoing calls and accept non-ACD calls, your network administrator must configure one or more non-ACD DNs (Individual DNs) to your Avaya 3905 Digital Deskphone.

Note: If you have the handset option and you pickup the handset, you must also press a DN key, otherwise the handset is not operable. You can terminate a call by replacing the handset in the cradle.

Your phone rings and the In-Calls indicator flashes:

Press the **In-Calls** Key. The caller is connected and the indicator lights continuously.

To end an ACD call:

Press the **Goodbye** Key.

or

Press the **In-Calls** Key.

or

Replace the **Handset** to terminate a call.

or

Press an **Individual Line** Key (non-ACD). This will remove you from the queue.

or

Press the **Not Ready** Key. This will remove you from the queue but keep you logged in as an agent position.

or

Wait for the caller to terminate the call.

Call Forcing

The Call Forcing option automatically connects incoming ACD calls. You do not need to press the In-Calls Key. When Call Forcing is on, you have a time interval between each incoming call that is defined by your network administrator. After the time interval is up, you hear a tone through the headset and Call Forcing automatically connects you with the incoming caller.

You hear a short tone. The **In-Calls** indicator lights continuously and the ACD call automatically goes to your agent position.

Note: Pressing the **In-Calls** Key with Call Forcing (Auto Answer) on, disconnects an active ACD call.

Use the Emergency Key

When you have an emergency situation:

Press the **Emergency** Key. The indicator flashes while your supervisor is called. When your supervisor picks up the call, the LED indicator lights continuously and you have a three-way conference.

Note: The display shows information about the call. Before you press the **Emergency** Key, write down this information for future reference.

Use Not Ready

Use the Not Ready Key, when performing post-call work.

When you need time to catch up on post-call processing work:

Press the **Not Ready** Key. This takes you out of the queue.

When you are ready to take ACD calls again:

Press either the **In-Calls** Key, or the **Not Ready** Key to enter the ACD queue.

or

Note: If you Press the In-Calls Key during an ACD call, the call is disconnected.

Activate Make Set Busy

Make Set Busy allows you to make your telephone appear busy to all callers.

To activate Make Set Busy:

Press the **Make Busy** Key or lift the handset and enter the Make Set Busy Activate FFC.

To deactivate Make Set Busy:

Press the **Make Busy** Key a second time, or lift the handset and enter the Make Set Busy Deactivate FFC.

Answer or make non-ACD calls

An Individual DN allows you to make outgoing calls and to receive non-ACD incoming calls. If you do not have an active call when the LCD indicator flashes, you can press the corresponding Individual DN Key and answer the call.

To make a non-ACD call:

1. Press an **Individual DN** Key.

2. **Dial** the number you wish to call.

To answer a non-ACD call:

Press the **DN** Key next to the flashing indicator. You are connected to your non-ACD caller.

Contact your supervisor

To answer your supervisor when your phone rings and the Supervisor indicator flashes:

Press the **Supervisor** Key.

If you are on a call and hear a buzz and the Supervisor indicator flashes:

1. Press the **Hold** Key.

2. Press the **Supervisor** Key.

To call your supervisor:

Press the **Supervisor** Key. If you are on a call, this automatically puts the call in progress on Hold.

To return to the ACD call:

Press the **In-Calls** Key.

To Conference your Supervisor during a call in progress:

1. Press the **Supervisor** Key. The caller is on hold and you can talk privately with your supervisor.

2. Press the **Supervisor** Key a second time to have a three-way conversation with the supervisor and the caller.

To Transfer to a supervisor, during a call in progress:

1. Press the **Supervisor** Key.

2. Press the **Supervisor** Key again when the supervisor answers.

3. Press the **Goodbye** Key to disconnect from the call. The caller remains connected with your supervisor.

Use Walkaway and Return from Walkaway

Use this feature when you need to leave your desk during an ACD call, during a non-ACD call, or while in the Not Ready state.

To use the Walkaway feature:

1. Press the **Hold** Key. The LCD indicator beside the In-Calls extension flashes.
2. Disconnect the headset before you leave.

Note: Some headsets have a quick disconnect feature. You can do a quick disconnect instead of disconnecting the headset.

To Walkaway while in Not Ready mode (Not Ready LED or LCD indicator is on, and Not Ready is shown on the display):

1. Press the **Not Ready** Key.

2. Press the **Hold** Key.
3. Disconnect the **headset**.

To return from Walkaway:

or

1. Connect the **headset**.
2. Press the **key** next to the flashing indicator.

Note 1: If a caller disconnects before you return from Walkaway, the Not Ready indicator flashes. When you return from Walkaway, you are in Not Ready mode.

Note 2: Even if you are using the optional handset, you must disconnect the **headset** to activate walkaway mode. There is not a quick disconnect for the handset.

Call Center Supervisor features

In addition to the features described in this section, your network administrator can assign any feature listed in the "Agent features" section to a supervisor's telephone (except Supervisor).

Agent Keys

Agent Keys allow you to connect, observe, or monitor the status of each Agent position. Each Agent Key is linked to a particular agent position and can be used along with the Call Agent or Observe Agent Keys. The following table shows the meaning of LCD indicator associated with an Agent Key.

Indicator	Agent Status
Off	No agent logged in at this position.
On	Busy on an ACD call.
Slow Flashing	Waiting for an ACD call.
Fast Flashing	Busy on a non-ACD call.

Answer Agent

When your phone rings and the Answer Agent indicator flashes:

Press the **Answer Agent** Key. Your position goes into Not Ready state and you are connected to the agent.

To disconnect an agent call:

Press the **Goodbye** Key.

Answer Emergency

When your phone buzzes and the Answer Emergency indicator flashes:

1. Press the **Hold** Key if you intend to return to the call in progress.
2. Press the **Answer Emergency** Key. Your position goes into Not Ready state and the Answer Emergency indicator lights continuously. You are connected to the call.

To disconnect from the emergency call:

Press the **Goodbye** Key.

Call Agent

To call an agent:

1. Press **Call Agent** Key, your position goes into the Not Ready state.

2. Press the **Agent** Key assigned to the agent **or dial** the agent's position ID.

or

Note: To talk to another agent repeat steps one and two or press the Agent Key for the next agent.

To leave Call Agent state:

Press the **Goodbye** Key.

Use the Supervisor Observe and Supervisor Headset Jack

The Supervisor Observe Key is located in the upper left corner of the Avaya 3905 Digital Deskphone. It has an associated LED.

A supervisor can listen in on an active call at an ACD terminal by connecting the headset into the jack near the Supervisor Observe Key on an agent's telephone. The LED remains dark to denote that the supervisor can hear the conversation while the microphone for the supervisor's headset is muted.

To use the Supervisor Observe feature:

Supervisor plugs the headset into the agent telephone.

To use the Supervisor Observe feature for a two way conversation:

While the headset is plugged in, press the **Supervisor Observe** Key, the LED lights continuously and the supervisor can participate in the conversation.

To mute the Supervisor headset:

Press the **Supervisor Observe** Key a second time and the to put the supervisor headset on mute. The LED turns off.

Observe Agent

To observe an agent:

1. Press the **Observe Agent** Key. Your position goes into Not Ready state.

or

2. Press the **Agent** Key or **dial** the agent's position ID. You can listen to the agent and caller's conversation.

Note: To observe another agent, repeat step two.

To talk to an agent you are observing:

1. While observing an agent. Press the **Call Agent** Key. You now have a conference with the agent and the caller.

To leave the Observe state:

Press the **Goodbye** Key.

Note: You cannot observe an agent if the agent's call is on hold or if no calls are in progress.

Interflow

When the call backlog or the waiting time in the queue exceeds a set threshold, Interflow forwards calls to a predefined target queue.

The supervisor activates Interflow when the waiting time for the queue exceeds its threshold.

To activate Interflow:

Press the **Interflow** Key. The indicator flashes and excess calls are routed to the destination.

To stop Interflow:

Interflow

Press the **Interflow** Key again.

Night Service

To enter Night Service:

Night +

Press the **Night** Key and **dial** ? (6=N for Night).

The indicator lights continuously. All calls in the queue and new calls receive Night Service.

To transition to Night Service:

Night +

Press the **Night** Key and **dial** Call Fwd. (8=T for Transition).

The indicator flashes. Calls in the queue remain in the queue and new calls receive Night Service.

To exit Night Service:

Night +

Press the **Night** Key and **dial** (3=D for Day).

The indicator flashes. New calls enter the queue.

Viewing queue status

The ACD Calls Waiting status indicator

The LCD indicator beside the Calls Waiting key gives you a visual indication of the number of calls in the ACD queue. The following table lists the four states of the Calls Waiting LCD indicator.

Indicator	Queue Status	Meaning
Off	Light	There are few or no calls waiting.
On	Normal	An acceptable number of calls are waiting.
Slow Flashing	Busy	Calls are backing up in the queue. Calls overflowing to this queue will not be accepted.
Fast Flashing	Overloaded	Too many calls are in the queue. New calls are being overflowed to another queue.

Note: If your telephone is configured for the Display Queue feature, the LED/LCD indicator beside the feature key functions as a Calls Waiting status indicator.

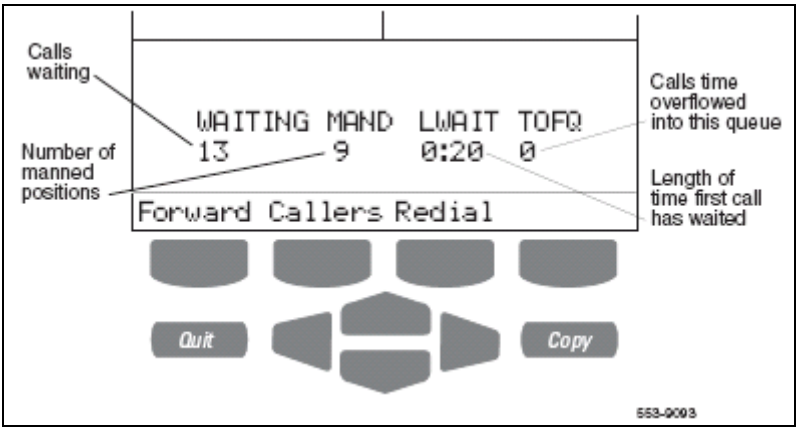
Display Queue

The Display Queue feature allows you to access the status of calls in an ACD queue. The information displayed includes: number of calls waiting in the queue, number of agent positions occupied for the queue, the length of time that the oldest call has waited in the queue, and the number of calls that have been overflowed into the queue.

To display information on your ACD queue:

Press the **Display Queue** Key.

Information on your current ACD queue appears on the display.



Note 1: In an MQA environment, the display will scroll through the different queues at 2 second intervals. The queues are presented in the order in which they were entered at login.

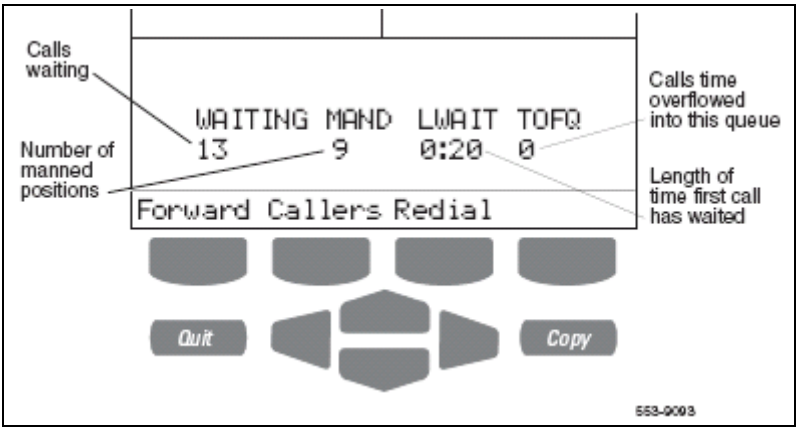
Note 2: The Display Queue Key may be configured on your Avaya 3905 Digital Deskphone as a Fixed Feature Key or as a Programmable Line (DN)/Feature Key.

Display agent status

The Display Agent feature gives ACD Supervisors a summary of the current status of all agent positions for which they have Agent Keys.

DisplayAgt

Press the **Display Agent** Key.
The display shows summary of the current status of all agent positions which have a key assigned on the supervisor's phone.



Note 1: Agent positions in the Not Ready state will be counted as busy on either ACD calls or non-ACD calls, as specified by your system administrator.

Note 2: The Display Agent Summary Information is displayed for 12 seconds or until another feature Key is pressed.

Your telephone's non-ACD call features

This section describes non-ACD features commonly used for call processing. Your network administrator assigns features to your programmable feature keys. Whenever this guide describes a procedure that requires special codes ask your network administrator to provide these to you.

To access a feature, you press a Feature Key, or enter a Flexible Feature Code (FFC). Your network administrator supplies you with the Flexible Feature Codes for your system.

Note: In order to use a feature described in this section, your system software must support the feature and the feature must be assigned to your telephone. Check with your network administrator for more details.

Make a call

This section describes features that you can use when you make a call. There are several ways to make a call from your Avaya 3905 Digital Deskphone. To make a call from your telephone, use the features described in this chapter.

To make a call:

1. Press an **Individual Line** (DN) Key.

2. **Dial** the number.

Note: If you are on a call on your Individual Line (DN) and your telephone is not in Not Ready or Make Busy state, your call is automatically placed on hold when an ACD call rings your telephone enabling you to answer the ACD In-Calls line. However, if you are on an ACD call and a call comes in on your Individual Line (DN), you cannot put your ACD call on hold to answer the call on your Individual Line (DN).

Use the Predial feature

The **Predial** feature allows you to enter and preview a number of up to 31 digits and make corrections before you dial the number.

To use Predial:

1. **Dial** the number.

Note 1: If you are calling an external or long distance number, be sure that the appropriate access codes are included.

Note 2: Press the **Pause** Key to insert a 1.5 second pause in the dialing string.

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2. Press an **Individual Line** (DN) Key to receive dial tone.

   The displayed predialed number is automatically dialed.

Note: You cannot use the Predial feature if the Live dial pad feature is active.

Auto Dial

Auto Dial lets you dedicate a feature key to a specific telephone number. When the Auto Dial Key is pressed, the number is dialed automatically.

To use Auto Dial:

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1. Press an **Individual Line** (DN) Key.

AutoDial

2. Press the associated **Auto Dial** Key.

   The number is dialed automatically.

To display the Auto Dial number:

Display

1. Press the **Display** Key.

AutoDial

2. Press the configured **Auto Dial** Key.

   The number appears on the display.

To store an Auto Dial number:

AutoDial

1. Press the **Auto Dial** Key, without lifting the handset.

2. **Dial** the number to be stored on the Auto Dial Key.

AutoDial

3. Press the **Auto Dial** Key again. The number is stored on the key.

Note: To change the key label "AutoDial", select Change feature key label from the **Options List** menu. Please see "Change a Feature Key label" on page 20 for detailed instructions.

Ring Again

Use the **Ring Again** feature when you dial a number and receive a busy tone or no answer. The Ring Again feature lets you know when the person you dialed is available or has used their telephone. The feature notifies you when to redial your party. The Ring Again feature automatically redials the number.

To use Ring Again:

1. **Dial** a number and receive a busy tone or no answer.

RingAgn

2. Press the **Ring Again** Key.

   The screen displays `Ring again is active`.

To call a Ring Again party when you receive notification:

When the number you want to reach is available, or the person has re-used their set, you hear the Ring Again tone.

2637

1. Press an **Individual Line** (DN) Key.

RngCall

2. Press the **Ring Call** Key.

To cancel Ring Again before notification:

CanclRA

Press the **Cancel Ring Again** Key.

The screen displays `Ring Again is cancelled`.

Redial last number called

Last Number Redial allows you to automatically redial the last number you dialed. This feature must be enabled by your network administrator.

To use Last Number Redial when using the handset:

2637

1. Press an **Individual Line** (DN) Key.

2. Press the **Individual Line** (DN) Key again.

   The last number you dialed is automatically redialed.

Use Speed Call

The **Speed Call** feature allows you to automatically dial frequently called numbers by entering a one, two, or three digit code. Contact your network administrator to determine the capacity of your Speed Call list.

A telephone designated as a Speed Call Controller can program or edit the Speed Call list. This feature must be enabled by your network administrator.

To store or change a Speed Call number:

1. Press the **Speed Call Controller** Key.

   The screen displays `Enter Code, then number`.

2. **Dial** a one, two, or three digit code. Use the **Delete** Key if you make a mistake. Use the **Cancel** Key to leave the screen without storing a speed call number.

Note: A dash is automatically inserted after the required number of digits have been entered.

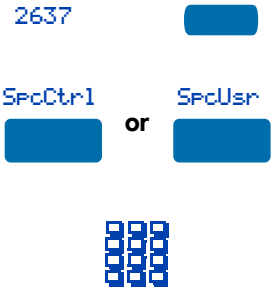
3. **Dial** the associated telephone number. Use the **Delete** Key if you make a mistake. Use the **Cancel** Key to leave the screen without storing a speed call number.

Note 1: Dial the access code (if required) followed by the internal, external, or long-distance telephone number.

Note 2: Press the Pause Key to insert a 1.5 second pause in the dialing string.

4. Press the **Done** Key to save the code and number.

To make a Speed Call:



1. Press an **Individual Line** (DN) Key.
2. Press the **Speed Call Controller** Key or the **Speed Call User** Key.

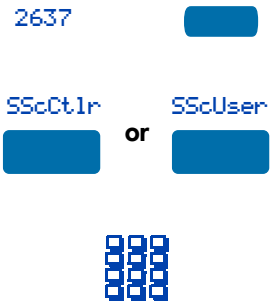
   The screen displays `Enter code`.
3. **Dial** the Speed Call code assigned to the telephone number.

   The number is automatically dialed.

Make a System Speed Call

System Speed Call allows you to make a call by dialing Speed Call codes which may override your telephone's class of service restrictions. The System Speed Call feature is set up on the system by your network administrator. It is a speed dial number that is common to many users, therefore it is set up on the system not on your individual telephone.

To make a System Speed Call:



1. Press an **Individual Line** (DN) Key.
2. Press the **System Speed Call Controller** key or the **System Speed Call User** Key, or enter the System Speed Call User FFC.
3. **Dial** the Speed Call code assigned to the telephone number.

   The number is automatically dialed.

Use Hot Line

The network administrator can program a **Hot Line** Key that allows you to dial a specific number automatically. The network administrator can apply other features to the Hot Line such as Call Redirection, so that the Hot Line call is answered by a person and not by a voice mail box.

To use Hot Line:

Press the **Hot Line** Key.

The Hot Line Key automatically dials the number.

Note: If your main DN is a Hot Line, lift the handset. The Hot Line dials the number automatically.

Make an Intercom call

The **Intercom** feature connects a group of people together through an Intercom Key. You can use the Intercom feature to call a member of your intercom group by pressing a code assigned to each member of the group. The intercom group must be set up by your network administrator.

To make an Intercom call:

1. Press an **Individual Line** (DN) Key.

2. Press the **Intercom** Key.

3. **Dial** the one or two digit code for the intercom group member you wish to call.

To answer an Intercom call while on a line other than your Intercom group line:

1. Press the **Hold** Key to put the current call on hold.

or

Press the **Goodbye** Key to end the call.

2. Press the **Intercom** Key and begin to speak.

Answer a call

When you receive an incoming call on an Individual Line (DN), your telephone rings and the LCD indicator flashes.

To answer a call:

Press the **Individual Line** (DN) Key beside the flashing LCD indicator.

Note: If you have the handset option and you pick up the handset, you must also press the **Individual Line (DN)** Key, otherwise the handset is not operable. However, you may terminate a call by replacing the handset in the cradle.

While on an active call

This section describes features that you can use while on an active call on an Individual Line (DN).

Place a call on Hold

Use the **Hold** feature when you are talking with one party and a second call comes in on a second Individual Line (DN). You can answer the second call and retain the original call by putting it on Hold.

To place a call on Hold:

Press the **Hold** Key. The LCD indicator flashes beside the line on hold.

Note 1: If the Automatic Hold feature is configured for your Meridian 1, the active call is automatically put on Hold when you answer the second call.

Note 2: The caller hears music while on hold, if the Music on Hold feature is configured for your system.

To retrieve a call on hold:

Press the **Individual Line** (DN) Key beside the flashing LCD indicator.

Transfer a call

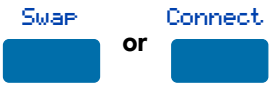
Use the **Transfer** feature to redirect a call to a third party.

To use the Transfer feature:

1. Press the **Transfer** Key.

   The other party is on hold and you receive a dial tone. The screen displays `Call on hold, dial number`.

2. **Dial** the number of the telephone where the call is to be transferred.



3. Press the **Swap** Key to switch between talking with the original caller and the new caller. Press the **Connect** Key to complete the transfer.

   The two callers are connected and your telephone is ready to make or receive new calls.

To go back to the original call if the transfer is incomplete:

1. Press the **Goodbye** Key.

2. Press the **Individual Line** (DN) Key with the flashing icon to return to your original call.

Use Timed Reminder Recall

Timed Reminder Recall gives you a reminder tone when a call you transferred is not answered.

To use Timed Reminder Recall:

1. Press the **Transfer** Key. The call is put on hold.

2. **Dial** the number where you want to transfer the call.

3. Press the **Transfer** Key again.

Note: If the transfer is complete, the recall timer stops.

If the transferred call is not answered, your telephone rings:

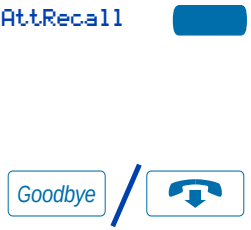
1. Press the **Individual Line (DN)** Key beside the flashing LCD indicator.
2. Press the **Transfer** Key and repeat the transfer (to a different DN).

Note: If you transfer a call to a person and they pick up the line while you are still on the line, press the Goodbye Key to complete the transfer. Check with your network administrator to determine the time interval of your recall timer.

Use Attendant Recall

The **Attendant Recall** feature allows you to contact an attendant while on a call and connect the call to the attendant.

To contact the attendant while on a call:



1. Press the **Attendant Recall** Key while on a call.

   Stay on the line until the attendant answers.
2. Press the **Goodbye** Key.

   The caller remains connected to the attendant.

Use Call Park

The **Call Park** feature allows a call to be held temporarily and to be retrieved from any telephone. You can park an incoming call and page the called party. When you use Call Park, you do not tie up a line. Your network administrator can set up a System Park where most calls are automatically parked.

If configured network-wide, Call Park can be used across networks.

To park a call on a System Park DN:

1. Press the **Park** Key.

   The screen displays a System Park DN and asks for confirmation.

2. Press the **OK** Key. The call parks on the System Park DN.

To park a call on a DN other than the System Park DN:

1. Press the **Park** Key.

   The screen displays `Press OK to park call on 2190` (Where `2190` represents the default System Park DN).

2. **Dial** the DN where you want to park the call.

   When you begin dialing, the screen displays `Enter digits, then park`. When you have completed dialing the call park DN, the screen displays `Press OK to park call`.

3. Press the **OK** Key.

   The call parks on the selected DN.

To retrieve a parked call:

1. Press an **Individual Line** (DN) Key.

2. **Dial** the DN where you parked the call.

Note: If a parked call is not retrieved within a specified period of time, it rings back to your telephone or to the attendant. Check with your network administrator to determine your specified period of time.

Calling Party Number/Charge Account

The **Calling Party Number/Charge Account** feature allows you to record a caller's number or charge account number for accounting purposes while on an established call.

To record the calling party number or charge account number:

1. Press the **Charge** Key. The screen displays `Select Charge type`.
2. Press the **Account** Key. The screen displays `Enter account number`.

   or

   Press the **Calling Party Number** Key. The screen displays `Enter Calling party number`.
3. **Dial** the charge account number or calling party number. Use the **Clear** Key or **Delete** Key to edit the number. Press the **Exit** Key to leave the screen without charging the call.
4. Press the **OK** Key. You return to your call.

Display incoming calls

The **Display** Key allows you to be on an active call and display an incoming caller's name and/or number, if not automatically displayed, without interfering with the call in progress.

To view the name of a second caller while on a call in progress:

1. Press the **Display** Key.
2. Press the flashing **Individual Line (DN)** Key. The call waiting information appears on the display.

Note 1: Use of the **Display** Key does not interfere with the call in progress.

Note 2: You can use the **Display** Key in combination with other feature keys to display information associated with the feature.

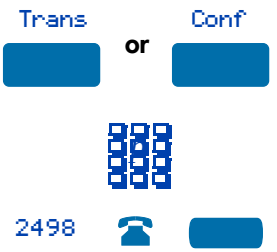
Trace a Malicious call

Malicious Call Trace provides a way for you to trace nuisance calls. The feature is available for both internal and external calls. When the key is pressed, your Directory Number and the telephone number of the caller are recorded for access by your network administrator.

To use Call Trace while you are on a call:

Press the **Call Trace** Key.

To use Call Trace if you do not have a Call Trace Key:



1. Press the **Transfer** Key **or** the **Conference** Key.
2. **Dial** the Malicious Call Trace FFC.
3. Press the **Individual Line (DN)** Key beside the flashing LCD indicator to return to the call.

Incoming calls

This section describes features that you can use with incoming calls to an Individual Line (DN).

Activate Automatic Answerback

When **Automatic Answerback** is active, your set automatically answers in handsfree mode after one ring.

Note: When Automatic Answerback is active, calls do not forward to your voice message service.

To use Automatic Answerback:

AutoAns

Press the **Automatic Answerback** Key.

To deactivate Automatic Answerback:

AutoAns

Press the **Automatic Answerback** Key.

Activate Call Pickup

Call Pickup allows you to pick up a non-ACD call from any telephone in the same Pickup Group or another Pickup Group.

To answer a call in your own Call Pickup Group:

1. Press an **Individual Line** (DN) Key.

2. Press the **Pickup** Key or enter the Pickup Ringing Number FFC.

To answer an incoming call in another Call Pickup Group:

1. Press an **Individual Line** (DN) Key.

2. Press the **Group Pickup** Key or enter the Pickup Group FFC.

3. **Dial** the Pickup Group number of the telephone that is ringing.

Note: The network administrator assigns the Pickup Group number.

To answer a call at a specific within your Pickup Group:

1. Press an **Individual Line** (DN) Key.

2. Press the **DN Pickup** Key, or enter the Pickup Directory Number FFC.

Note: If the pickup DN is invalid, you receive an overflow burst tone, and the screen displays `Release and try again`. Press the **Goodbye** Key.

Use Call Waiting

Call Waiting puts your current non-ACD call on hold, while you answer an incoming call. Example: The attendant routes an outside call to you while you are on an existing call. Call Waiting allows you to recognize the call and respond to it. This feature must be enabled by your network administrator.

To answer an incoming call while on another call:

1. Press the **Hold** Key when you hear the tone.

   The Call Waiting status icon appears in the display.

2. Press the **Call Wait** Key to answer the call.

To return to your first telephone call:

1. Press the **Hold** Key, if you want to put the second call on hold.

or

or

Press the **Goodbye** Key to end the second call.

2. Press the **Individual Line** (DN) Key associated with the first call.

If you do not have a Call Waiting Key:

1. If you do not have a Call Waiting Key and you hear the Call Waiting tone, press the **Goodbye** Key to end your current call.

2. Press the **Individual Line** (DN) Key beside the flashing LCD icon to answer the incoming call.

While you are away from your desk

This section describes features that you may wish to use when you are away from your desk.

Forward calls

The **Call Forward** feature allows you to direct your calls to ring at another Line (DN). You cannot forward calls while your telephone is ringing.

To forward your calls:

1. Press the **Forward** Key.

   The previously stored forward number appears, if one exists, and the screen displays `Enter forward number`.

2. If desired, enter a new number. The existing number is automatically deleted. If you make a mistake, use the **Delete** Key to delete the previous digit(s). Press **Cancel** to leave this screen without forwarding your telephone or changing the number.

3. Press the **Done** Key to activate Call Forward.

To view the number that your calls are being forwarded to:

1. Press the **Check Forward** Key.

2. Press the **Exit** Key to return to the previous screen.

   This action will leave Call Forward active.

To cancel Call Forward:

1. Press the **Check Forward** Key.

2. Press the **Cancel Forward** Key.

Forward internal calls only

Internal Call Forward allows only calls originating at internal DNs to ring at another DN. Calls originating outside your Meridian 1 system will still ring at your telephone. You cannot forward calls while your telephone is ringing.

To forward your internal calls:

1. Press the **Internal Call Forward** Key, or lift the handset and enter the Internal Call Forward Activate FFC.

2. **Dial** the DN where you want to forward your calls.

3. Press the **Internal Call Forward** Key.

To cancel Internal Call Forward:

Press the **Internal Call Forward** Key, or lift the handset and enter the Internal Call Forward Deactivate FFC.

To reinstate Internal Call Forward to the same number:

Press the **Internal Call Forward** Key twice.

Use Remote Call Forward

The **Remote Call Forward** feature allows you (from any telephone other than your own) to forward calls directed to your Individual Line (DN) to another telephone.

To activate Remote Call Forward:

1. Lift the **handset** on the remote telephone that you are using to forward your calls.

2. If you call from a telephone outside the system, first **dial** your Direct Inward System Access number and wait for dial tone.

3. **Dial** the Remote Call Forward Activate FFC to activate the feature.

4. **Dial** your Station Control Password.

Note: Refer to "Secure your telephone" on page 65.

5. **Dial** your Individual Line (DN).

   You get a dial tone before you dial your number.

6. **Dial** the number where you want to forward your calls. If you forward calls to an invalid number, you receive a fast busy tone.

7. Press the # Key.

   To forward calls to a previous call forward telephone number, skip step six above.

To cancel Remote Call Forward:

1. Lift the **handset** on the remote telephone that you are using to cancel forwarding of your calls.

2. If you call from a telephone outside the system, first **dial** your Direct Inward System Access number and wait for dial tone.

3. **Dial** the Remote Call Forward Deactivate FFC.

4. **Dial** your Station Control Password.

5. **Dial** your Individual Line (DN).

   You get a dial tone before you dial your number.

6. Press the # Key.

Secure your telephone

You can lock your telephone with a password so that no one can make calls on your Individual Line (DN).

To lock your telephone:

1. Press an **Individual Line** (DN) Key.

2. **Dial** the Electronic Lock Activate FFC and your Station Control Password.

Note: If you perform this operation from someone else's telephone, also dial your line (DN).

3. Press the **Goodbye** Key.

To unlock your telephone:

1. Press an **Individual Line** (DN) Key.

2. **Dial** the Electronic Lock Deactivate FFC and your Station Control Password.

Note: If you perform this operation from someone else's telephone, also dial your line (DN).

3. Press the **Goodbye** Key.

To change your password (must be done from your telephone):

1. Press an **Individual Line** (DN) Key.

2. **Dial** the Station Control Password Change FFC and your current password. **Dial** your new password twice (for verification).

3. Press the **Goodbye** Key.

Talk with more than one person

This chapter describes features which allow you to talk with more than one person at the same time.

Set up a Conference call

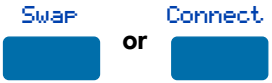
You can set up a **Conference** call for up to six people (including yourself). Contact your network administrator to determine the maximum number of people your system allows on a conference call.

To set up a conference call:

1. Press the **Conference** Key while you are on a call.

   The other party is on hold and you receive dial tone. The screen displays `Call on hold, dial number.`

2. **Dial** the number of the person you want to add to the conference.



3. Press the **Swap** Key to switch between talking with the original caller and the new caller. Press the **Connect** Key to complete the conference. Everyone is able to join the conversation.

If the person you attempt to add to the conference is unavailable:

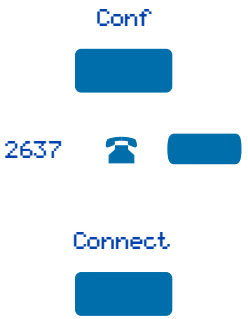
1. Press the **Goodbye** Key.

2. Press the **Individual Line** (DN) Key beside the flashing LCD indicator to return to your original call.

Join a call

The **Call Join** feature allows you to connect an incoming call to a call already in progress thereby creating a conference call. In order to use Call Join, your telephone must be configured with either a second line (DN) or a Call Waiting Key.

To connect a call on hold (on a different line) to your current call:



1. Press the **Conference** Key.
2. Press the **Key** that has the caller you want to connect to your current call.
3. Press the **Connect** Key.

   The person on hold joins your conversation.

Selectable Conferee Display and Disconnect

You can view the list of active conferees by using the **Conferee Selectable Display** Key and disconnect any party that has been added to the conference call.

To view active conferees:

1. While on a conference call, press the **Conferee Selectable Display** Key. The LCD indicator turns on. With each key press, the screen changes to show a different active conferee.

Note: This action has no effect on the displays of the other telephones involved in the conference.

2. Press the **Goodbye** Key. If configured, the Conference Count Display returns. The LCD indicator turns off.

To disconnect a conferee:

1. While on a conference call, press the **Conferee Selectable Display** Key. The LCD indicator turns on. Continue to press the key until the conferee you want to delete appears on the screen.

2. Press the **Individual Line (DN)** Key on which the conference call is established. The selected conferee is disconnected from the call.

Note: If there are additional conferees to be disconnected, press the **Conferee Selectable Display** Key until the conferee that is to be disconnected is displayed on the screen.

3. Press the **Goodbye** Key. If configured the Conference Count Display returns and is updated to reflect the revised total count of conferees. The LCD indicator tuns off.

Use Group Call

Group Call automatically calls members of a predefined group, one at a time, until they have all answered. Ask your network administrator for details on how to create a conference call group.

To call group members:

1. Press an **Individual Line** (DN) Key.

2. Press the **Group Call** Key or enter the Group Call FFC.

   The feature automatically calls all group members. The icon flashes until all members answer.

   Their phone numbers appear on the display as they answer. When the last person answers, the **Group Call** indicator lights steadily.

Note 1: When a person in your group is on a conference call or another group call, they are not connected to your group call.

Note 2: After all the people in the group have answered, only the person who made the group call can put the call on hold.

To answer a Group Call:

Press the **Individual Line** (DN) Key beside the flashing LCD indicator.

Note 1: If you are on a call and you receive three 10-second tones, this is the notification of a group call on your current extension.

Note 2: If you are on a call on another Individual Line (DN) on your telephone when a group call is made, you receive a long tone through the handset or headset.

Note 3: You do not receive notification of a group call if you are already on a conference call or another group call.

To end a Group Call:

Press the **Goodbye** Key.

Note: When the person who made the group call disconnects, the call terminates for all members of the group. However, the members of the Group Call can disconnect from the call and not affect other members on the call.

Additional Call Features

Use the buzz signal

Buzz allows one person, whose telephone is linked to another telephone, to signal the other telephone. The person signaled hears a buzz. Use this feature to notify the other person of a call, a visitor, or a request.

To buzz the telephone linked to yours:

Press the **Buzz** Key.

The telephone linked to yours, buzzes as long as you hold down the key.

Call Page to make an announcement

Call Page allows you to make an announcement over the paging system. To make a page call, dial the paging trunk access code.

Note: When the Page Key is used on an attendant console it overrides the telephones; the telephones are disconnected and must re-access the paging trunk.

To connect to the paging system:

1. Press an **Individual Line** (DN) Key.

2. **Dial** the paging trunk access code.

   The connection to the paging system is complete.

3. Make your announcement.

To disconnect from the paging system:

Press the **Goodbye** Key.

Charge or Force Charge a call

Call Charge allows you to charge a call to a specific account. **Forced Charge Account** allows you to charge long-distance calls from a telephone restricted to local calls.

To charge or force charge a local or a long-distance call to an account before you dial:

1. Press an **Individual Line** (DN) Key.

2. Press the **Account** Key.

   The screen displays `Enter account number`.

3. **Dial** the charge account number. Use the **Clear** Key or **Delete** Key to edit the number. Press the **Exit** Key to leave the screen without charging the call.

4. Press the **OK** Key.

5. **Dial** the number.

To charge a call in progress:

1. Press the **Charge** Key.

   The screen displays `Select Charge type`.

2. Press the **Account** Key.

   The screen displays `Enter account number`.

3. **Dial** the charge account number. Use the **Clear** Key or **Delete** Key to edit the number. Press the **Exit** Key to leave the screen without charging the call.

4. Press the **OK** Key. You return to your call.

To charge a call to an account when you transfer a call:

1. Press the **Transfer** Key.

   The call is placed on hold.

2. Press the **Account** Key.

3. **Dial** charge account number.

   You receive dial tone.

4. **Dial** the number of the telephone where the call is to be transferred.

5. Press the **Connect** Key when you hear the telephone ring.

Note: You can use the **Swap** Key to talk privately to the person at the transfer number before you press the **Connect** Key.

To charge a call to an account when you add someone to a conference call:

1. Press the **Conference** Key.

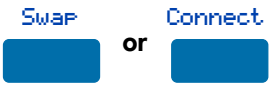
   The call is placed on hold.

2. Press the **Account** Key.

3. **Dial** the charge account number.

   You receive dial tone.

4. **Dial** the number of the person you want to add to the conference.



5. Press the **Swap** Key to switch between talking with the original caller and the new caller. Press the **Connect** Key to complete the conference.

Enhanced Override Feature

Enhanced Override allows you to override an active call after you have attempted a Forced Camp-on. Use Enhanced Override when you make either a simple call or a consultation call (i.e., place a call on hold and call another party).

To use Enhanced Override:

1. **Dial** a telephone number and receive a busy signal.

2. Press the **Override** Key or enter the Override FFC to initiate a Forced Camp-on.

   If either of the persons on the call disconnects at this time, you receive an overflow (fast busy/engaged) signal.

3. Press the **Override** Key again or enter the Override FFC again.

   The other two persons on the call receive an override tone and a conference call is established between the three of you. If anyone disconnects, the other two persons will remain connected.

To end the connection:

Press the **Goodbye** Key.

Forced Camp-on

Forced Camp-on allows your telephone to automatically ring another telephone as soon as that telephone disconnects from its current call. Forced Camp-on allows you to camp-on both internal and external calls.

To use Forced Camp-on:

1. **Dial** a telephone number and receive a busy signal.

2. Press the **Override** Key, or enter the Override FFC, to initiate a Forced Camp-on.

Note: The person you called hears a tone, and you hear ring/ringback signal or busy/engaged signal (depending on the options chosen). You are now camped-on to the number you dialed.

3. When the person you called finishes their call, your telephone automatically dials the number. Both your telephone and their telephone ring.

To answer a camped-on call:

Press the **Individual Line** (DN) Key beside the flashing LCD indicator.

You are connected to the camped-on caller.

Note: Your telephone can be programmed for either Camp-on or Call Waiting, but not both.

Override Feature

You can **Override** a busy signal and interrupt another call.

To override a busy/engaged signal:

1. **Dial** a telephone number and receive a busy signal.
2. Press the **Override** Key, or enter the Override FFC.

   The people on the call in progress receive a tone for approximately one second; the feature connects the three of you together. A short tone repeats every sixteen seconds.

To end the connection:

Press the **Goodbye** Key.

Privacy Release Feature

Privacy Release allows one or more people who share your DN to join your call.

To use Privacy Release while on an established call:

Press the **Privacy Release** Key while you are on a call. Other persons can now join the call, if they press the shared Line (MADN) Key on their telephone.

Radio Paging

Some telephone systems can have an on-site **Radio Paging** system. This system feature allows you to page a person and stay on the line until they answer. The paged person answers the call when they enter a special Paging "Meet - me" code from any telephone. This connects the person paged to the party who paged them.

To use Automatic Pre-selection ("Meet - me" page):

1. Press an **Individual Line** (DN) Key.

2. **Dial** the Radio Paging FFC.

   You receive paging dial tone.

3. **Dial** the number of the party you want to page.

   You receive ringback/ring tone.

Note 1: The person you paged uses any telephone to enter a Radio Paging Answer code, plus their own DN. This action connects you and the person paged.

Note 2: If your call goes unanswered for a preset time period, you receive a continuous high pitched tone then silence. Press the Goodbye Key.

To use Automatic Post selection:

The called party is either busy on the telephone or away from the desk.

To page the called party there is no need to redial the number of the called party.

1. Press the **Radio Page** Key.

   You receive special dial tone.

2. **Dial** the Radio Paging Access FFC.

   You receive ringback/ring tone.

Note 1: The person you have paged can proceed to any telephone, enter their Radio Paging Answer code plus their own DN. This action connects you and the person paged.

Note 2: You receive a fifteen second, high pitched tone, then silence if the party paged does not answer the call within a preset time period. When you receive this signal, replace the handset or press the Goodbye Key.

To use the Special Radio Paging features:

If you carry a Radio Pager, you will receive a paging indication when another Meridian 1 telephone user access the Radio Paging system and dials your DN.

If the Radio Paging system is set up to function in "Meet - me" mode, you can use the following steps to answer the paging call from any Meridian 1 extension.

1. Press an **Individual Line** (DN) Key.

2. **Dial** the Radio Paging Answer FFC.

   You receive paging tone.

3. **Dial** your own DN.

   You are connected to the paging caller.

Note: If the paging caller has hung up you will receive a steady high-pitched tone.

Voice Call

The **Voice Call** feature allows you to page another person or make an announcement through someone else's telephone speaker.

To make a voice call:

1. Press an **Individual Line** (DN) Key.

2. Press the **Voice Call** Key.
3. Make your announcement.

4. Press the **Goodbye** Key.

To respond to a voice call:

Your telephone rings once and you hear the caller's voice through your speaker. Lift the **handset**.

Voice Mail soft keys

If enabled, the **Voice Mail** soft keys allow you to send commands while connected to your voice messaging system using the soft keys instead of the dial pad. Voice mail soft keys are displayed only when you call your voice mail messaging system locally. Voice mail soft keys are not displayed from a remote system to a network voice messaging system.

To use Voice Mail controls:

1. Press an **Individual Line** (DN) Key.

2. Press the **Message** Key.

3. Use the **dial pad** to log in to your voice mailbox.

4. Press the **Voice Message** Key.

The following soft keys are displayed:

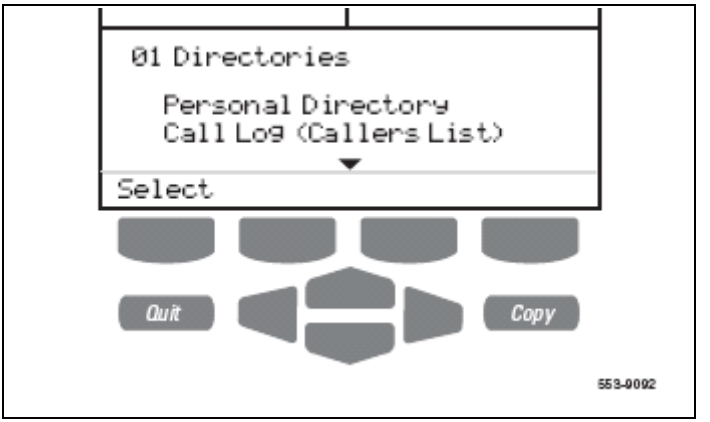
Play **Delete** **Call** **More...**

```
Stop      Conf      Reply     More...
Comp      Forwrd    Bye       More...
```

Soft key	Action
Play	Play the voice mail message.
Delete	Delete the voice mail message.
Call	Call the telephone number that left the voice mail message.
More...	Display the next layer of soft keys.
Stop	Stop playing the voice mail message.
Conf	Conference in another party to listen to the voice mail message.
Reply	Reply to the voice mail message.
More...	Display the next layer of soft keys.
Comp	Compose a voice mail message.
Forwrd	Forward the voice mail message to another telephone number.
Bye	Disconnect from the voice mail system.
More...	Cycle back to the first layer of soft keys.

Directory display and navigation

With the **Avaya 3905 Digital Deskphone** display, you can view two lines of information. The figure below shows the status once you log into the directory.



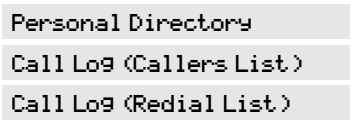
Access your Callers List, Redial List, or Personal Directory

To access the Avaya 3905 Digital Deskphone Directory/Log:

1. Press the **Directory/Log** Key.

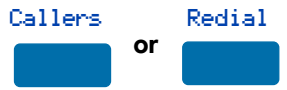
Note: When you press the **Directory/Log** Key, your Personal Directory is automatically selected. At this point, you may begin searching the directory using the telephone's dial pad. See "Search for an entry" on page 95.

2. Use the **Navigation** Keys to highlight the Personal Directory or the Call Log that you want to view.



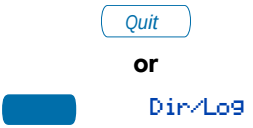
3. Press the **Select** Key.

To access the Avaya 3905 Digital Deskphone Callers List or Redial List using a Context Sensitive Soft Key or a Programmable Feature Key:



Press the **Callers** Key to access the Callers List, or press the **Redial** Key to access the Redial List.

To exit the Directory/Log:



Press the **Quit** Key or the **Directory/Log** Key to exit.

Directory password protection

You can password protect your Personal Directory, Callers List, and Redial list on the **Avaya 3905 Digital Deskphone**. If password protection is activated, you will be asked to enter your password each time you press the Directory/Log Key.

To enable password protection:

1. Press the **Directory/Log** Key.

2. From the **Directories** menu, use the **Navigation** Keys to highlight `Password Administration`.

3. Press the **Select** Key. The **Password Administration** menu appears with `Password enabled: OFF` highlighted.

4. Press the **Select** Key again to select `Password enabled: OFF`.

5. Press the **On** Key to enable password protection.

6. **Dial** the password.

7. Press the **Enter** Key.

8. **Dial** the password again to confirm your password.

9. Press the **Enter** Key.

10. Press the **Done** Key to save changes.

or

11. Press the **Quit** Key or the **Directory/Log** Key to exit.

To disable Personal Directory password:

1. Press the **Directory/Log** Key.

2. **Dial** the password.

3. Press the **Enter** Key.

4. Use the **Navigation** Keys to highlight `Password Administration`.

5. Press the **Select** Key.

   The **Password Administration** menu appears with `Password enabled: ON` highlighted.

6. Press the **Select** Key again to select `Password enabled: ON`.

7. Press the **Off** Key to disable password protection.

8. Press the **Done** Key to save changes.

or

9. Press the **Quit** Key or the **Directory/Log** Key to exit.

Call Log

The **Call Log** records the name and number of incoming and outgoing calls and can be password protected. You can activate Call Log to record all calls, record only the unanswered calls, or record no incoming calls.

The **Callers List** stores incoming calls, and the **Redial List** stores outgoing calls in order of date and time received/made. The oldest call is stored at the top of the list. The newest call is stored at the bottom of the list.

The **Avaya 3905 Digital Deskphone** Call Log list holds up to 100 entries for incoming and 20 entries for outgoing calls. The **Avaya 3905 Digital Deskphone** can copy a number from the Callers List or Redial List and store it in the Personal Directory.

Access and use the Callers List

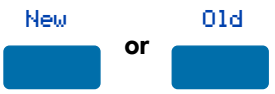
To access the Callers List using the Directory/Log Key:

1. Press the **Directory/Log** Key.

2. Use the **Navigation** Keys to highlight `Call Log (Callers List)`.

`Call Log (Callers List)`

3. Press the **Select** Key.



4. Press the **New** Key to go to the top of the new calls list, or press the **Old** Key to go to the top of the old calls list.

To access the Callers List using a Context Sensitive Soft Key or a Programmable Feature Key:

Press the **Callers** Key.

You are presented with the first call in the new calls list.

To make a call from the Callers List:

95551212

1. Use the **Navigation** Keys to highlight the number you want to call.

Note 1: If you are calling an external or long distance number, you will need to edit the number to add the access codes required by your system to make an external or long distance call.

Note 2: Press the **Pause** Key to insert a 1.5 second pause in the dialing string.

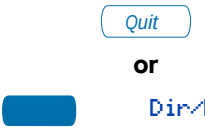
2. Press the **Dial** Key to call the number selected.

3. Press an **Individual Line** (DN) Key.

   Your call is automatically dialed and you exit the Callers List.

Note: Outgoing calls may not be placed on your ACD DN using your **In-Calls** Key.

To exit the Callers List without making a call:



Press the **Quit** Key or the **Directory/Log** Key to exit.

Access and use the Redial List

The **Redial List** records your last 20 outgoing calls and can be password protected. On the **Avaya 3905 Digital Deskphone,** you can copy these numbers to your Personal Directory.

To access the Redial List using the Directory/Log Key:

1. Press the **Directory/Log** Key.

Call Log (Redial List)

2. Use the **Navigation** Keys to highlight Call Log (Redial List).

Select

3. Press **Select**.

To access the Redial List using a Context Sensitive Soft Key or a Programmable Feature Key:

Redial

Press the **Redial** Key.

You are presented with the most recently dialed number.

To make a call from the Redial List:

95551212

1. Use the **Navigation** Keys to highlight the number you want to call.

Note: If you are calling an external or long distance number, be sure that the appropriate access codes are included.

Dial

2. Press the **Dial** Key.

2637

3. Press an **Individual Line** (DN) Key.

Your call is automatically dialed and you exit the Redial List.

Note: Outgoing calls may not be placed on your ACD DN using your **In-Calls** Key.

Use the Personal Directory

The Personal Directory provides a personalized directory of names and telephone numbers. The Personal Directory allows you to add, delete, search, and edit entries and can be password protected. The Personal Directory holds up to 100 entries (an entry is one name and one telephone number). You can add a directory entry by copying the entry from your Callers List or Redial List. You can also add entries with the "AddNew" Key or by using the Personal Directory PC Utility application. The Personal Directory PC Utility uses an accessory cartridge to connect your PC and your **Avaya 3905 Digital Deskphone**. You can create a directory on your Personal Computer and transfer it to your **Avaya 3905 Digital Deskphone**.

Access the Personal Directory

1. Press the **Directory/Log** Key.

2. Press the **Select** Key in the **Directories** menu to select `Personal Directory`.

Note: When you press the **Directory/Log** Key, your Personal Directory is automatically selected. At this point, you may begin searching the directory using the telephone's dial pad. See "Search for an entry" on page 95.

Add a Personal Directory entry

After accessing your Personal Directory:

1. Press the **Add New** Key.

2. **Dial** the new name.

Example:
To enter the name and telephone number for Chris:

1. **Dial** the name using the key pad.

Note: Press the **Up Navigation** Key to access special characters you may want to include in the name. Use the **Navigation** Keys to locate the character you want to include. Press the **Select** Key to choose the highlighted character. Press the **Return** Key to return to name entry without selecting a special character.

2. Press the dial pad **key** with the desired letter repeatedly until that letter appears on the display.
3. Press the **right arrow** key to go to the next letter.

Note: The cursor automatically advances to the next position, if a different-from-last key is pressed, or after a short pause.

4. Press the **Next** Key.

5. Use the **dial pad** to enter the telephone number associated with the name entered above.

Note 1: If you are adding an external or long distance number, be sure to include the access codes required by your system to make an external or long distance call.

Note 2: Press the **Pause** Key to insert a 1.5 second pause in the dialing string.

6. When you have finished entering all of the digits, press the **Done** Key to save the changes.

or

7. Press the **Quit** Key or the **Directory/Log** Key to exit.

Add an incoming call

1. Press the **Copy** Key.

   The displays shows the message `Copy to`.

2. Press the **Directory** Key.

or

3. Press **Next** to copy the incoming call without editing the name. Edit the number, if required (see note for step 4) and go to step 5.
   or

   Press **Clear** to make changes to the name before saving. Add the name using the **dial pad**, **Delete**, and **Case** Keys as needed.

4. Press the **Next** Key. Make changes to the telephone number if required

Note 1: If you are copying an external or long distance number, be sure to add the access codes required by your system to make an external or long distance call.

Note 2: Press the **Pause** Key to insert a 1.5 second pause in the dialing string.

5. Press the **Done** Key to save the entry in your directory.

or

6. Press the **Quit** Key or the **Directory/Log** Key to exit.

Note: You can edit the name or number before or after you save to the directory.

Add an outgoing call

1. After the person you called answers, press the **Copy** Key.

   The displays shows `Copy to`.

2. Press the **Directory** Key.
3. Add the name, using the **dial pad**, **Delete**, and **Case** Keys as needed.

4. Press the **Next** Key.

5. Press the **Done** Key to save the changes.

or

6. Press the **Quit** Key or the **Directory/Log** Key to exit.

Note: You can edit the name or number before or after you save to the Directory.

Delete or edit a Personal Directory entry

To delete a Personal Directory entry:

1. Use the **Navigation** Keys to highlight the entry you want to edit or delete.

2. Press the **Delete** Key to delete the currently highlighted entry in your Personal Directory.

3. Press the **Yes** Key to confirm the deletion.

To edit a Personal Directory entry:

1. Press the **Edit** Key to change the telephone number or name.

2. Use the **Navigation** Keys to highlight the character you want to change.

3. Use the **dial pad** to enter the desired changes. Refer to"Add a Personal Directory entry" on page 88 for an example of how to use the dial pad to enter names.

4. Press the **Next** Key. Edit the number if necessary.

5. Press the **Done** Key to save the changes.

or

6. Press the **Quit** Key or the **Directory/Log** Key to exit.

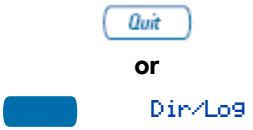
Delete your Personal Directory

To delete your Personal Directory:

1. Press the **Delete List** Key.

   The display shows `Delete all entries?`.

2. Press the **Yes** Key if you want to delete all the entries in your Personal Directory, or press the **No** Key if you want to return to the top of the Personal Directory with no changes made.



3. Press the **Quit** Key or the **Directory/Log** Key to exit.

Use the Personal Directory to make a call

To use the Personal Directory to make a call:

1. Use the **Navigation** Keys to highlight the desired name or number.

Note: If you are dialing an external or long distance number, be sure that your directory entry includes the access codes required by your system to make an external or long distance call.

2. Press the **Dial** Key.

3. Press an **Individual Line** (DN) Key to call the person whose name is highlighted.

Note: Outgoing calls may not be placed on your ACD DN using your **In-Calls** Key.

Use Card View

The **Card View** feature provides additional information about the Personal Directory entry.

To look at the Card View:

Purchasing

1. Use the **Navigation** Keys to highlight the desired name.

2. Press the right **Navigation** Key.

To dial from the Card View:

1. Use the **Navigation** Keys to show the name and number of the currently selected entry in the Card View.

Note: If you are dialing an external or long distance number, be sure that your directory entry includes the access codes required by your system to make an external or long distance call.

2. Press the **Dial** Key.

3. Press an **Individual Line** (DN) Key to call the person whose name is highlighted.

Note: Outgoing calls may not be placed on your ACD DN using your **In-Calls** Key.

To exit the Card View:

Press the left **Navigation** Key to leave the Card View and return to the selected name.

Search for an entry

You can search for a particular entry in your Personal Directory.

To search for an entry:

1. Use the **Navigation** Keys to highlight `Personal Directory`.

2. You may press the **Select** Key or proceed directly to step 3.

3. Use the **dial pad** to enter the first letter of the name your are seeking. For example, press the Redial key twice to go to the first entry that begins with the letter "B".

Copy a number from the Redial List

You can copy a number from the Redial List to the Personal Directory.

To copy a number from the Redial List:

1. Use the **Navigation** Keys to highlight the name or number in your Redial List that you want to copy to your Personal Directory.

2. Press the **Copy** Key.

   The displays shows `Copy to`.

3. Press the **Directory** Key.

Next

or

Clear

Next

Done

4. Press **Next** to copy the incoming call without editing the name. Edit the number, if required (see note for step 5), and go to step 6.
   or

   Press **Clear** to make changes to the name before saving. Add the name using the **dial pad**, **Delete**, and **Case** Keys as needed.

5. Press the **Next** Key. Make changes to the telephone number, if required.

Note: If you are copying an external or long distance number, be sure that your directory entry includes the access codes required by your system to make an external or long distance call.

6. Press the **Done** Key. The entry is saved to your Personal Directory and you are returned to the Redial List.

Set-to-Set Messaging

With the **Set-to-Set Messaging** application activated, an internal caller using an **Avaya 3903**, **3904,** or **3905 Digital Deskphone** receives a quick visual message, which you have selected, whenever they dial your telephone number. The length of your message is limited to 24 characters. The message is entered through the dial pad keys using a process similar to the one used for entering names in the Personal Directory. Your network administrator may provide access to a list of up to ten messages which you may customize and select as your current set-to-set message. Only one message at a time may be customized and only one message can be stored in your telephone's memory.

You can check your Call Log to determine whether or not a caller was sent the set-to-set message. A (+) will appear beside the call log entry of the callers who saw your message.

To access Set-to-Set Messaging:

1. Press the **Applications** Key.

2. From the **Applications** menu, use the **Navigation** Keys to highlight `Set to Set Messaging`.

3. Press the **Select** Key.

   The **Set-Set Msg** screen appears indicating the status of the feature (on or off) and whether or not a message is stored (defined) in memory.

Note: If you have activated password protection on your Directory/Log, you will need to enter your password to continue.

To edit the currently stored message, or to create a new message:

1. Press the **Edit** Key.

2. From the **Edit Mode** screen, use the **dial pad** to enter a text message. Press the **Delete** Key to delete a character. Press the **Case** Key to toggle between upper and lower case characters. Press the **Cancel** Key to exit the screen without saving changes.

Note 1: Please refer to "Add a Personal Directory entry" on page 88 for detailed instructions on using your telephone's dial pad to enter text.

Note 2: While in the **Edit Mode** screen, Press the **Up Navigation** Key to access special characters you may want to include in the name. Use the **Navigation** Keys to locate the character you want to include. Press the **Select** Key to choose the highlighted character. Press the **Return** Key to return to name entry without selecting a special character.

Done

3. Press the **Done** Key.

   Your message is saved and you return to the **Set-to-Set Message** Screen.

To select a message provided by your network administrator:

1. From the **Set-to-Set Message** screen, use the **Navigation** Keys to scroll through the list of available messages.
2. Press the **Select** Key to choose the currently displayed message.

Select

To customize a message provided by your network administrator:

1. From the **Set-to-Set Message** screen, use the **Navigation** Keys to scroll through the list of available messages.
2. Press the **Edit** Key to choose the currently displayed message.

Edit

3. From the **Edit Mode** screen, use the **dial pad** to customize the message. Press the **Delete** Key to delete a character. Press the **Case** Key to toggle between upper and lower case characters. Press the **Cancel** Key to exit the screen without saving changes.

Note 1: Please refer to "Add a Personal Directory entry" on page 88 for detailed instructions on using your telephone's dial pad to enter text.

Note 2: While in the **Edit Mode** screen, Press the **Up Navigation** Key to access special characters you may want to include in the name. Use the **Navigation** Keys to locate the character you want to include. Press the **Select** Key to choose the highlighted character. Press the **Return** Key to return to name entry without selecting a special character.

4. Press the **Done** Key.

   Your message is saved and you return to the **Set-Set Msg** Screen.

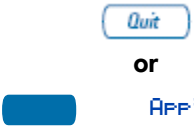
Note: If you scroll to a different message in the **Set-Set Msg** screen, and press the **Select** Key, your changes are erased.

To activate or deactivate Set-to-Set Messaging and exit the application:

1. Press the **On** Key/**Off** Key to toggle the Set-to-Set Messaging status between On and Off.

Note 1: If messages have not been provided by your network administrator and a message has not been defined, the **On** or **Off** Keys will not appear. Use the **Edit** Key to enter a message before activating Set-to-Set Messaging.

Note 2: If messages have been provided by your network administrator, up and down arrows appear on the right side of the display. The **On** and **Off** Keys appear for the most recently selected message.



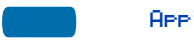
2. Press the **Quit** Key or the **Applications** Key to exit the **Set-to-Set Messaging** application.

Note: If you press the **Quit** Key or the **Applications** Key before you press the **Done** Key, you exit the application without saving your changes.

Corporate Directory

The **Corporate Directory** application allows you to search by entering the characters in the name of the person you are calling, beginning with the last name. Once you have located the name and number of the person, you may use the dial soft key to call the number. You may copy an entry from the Corporate Directory and paste it into your telephone's Personal Directory for quick access.

To use the Corporate Directory application:



1. Press the **Applications** Key.

Note: If, when you press the **Applications** Key, Corporate Directory is highlighted, you may proceed directly to step 4.

2. From the **Applications** menu, use the **Navigation** Keys to highlight Corporate Directory.

3. You may press the **Select** Key or proceed directly to step 4.

   The **Corporate Directory Find** screen appears.

4. Use the **dial pad** to enter the name of the person you want to call. Enter the last name first. Separate the last name and first name with a comma.

Note 1: The comma is the first character on the ? Key on your dial pad.

Note 2: You do not need to enter the entire name. When the **Done** Key is pressed, the application will highlight the first directory entry that matches the text that you entered.

5. Press the **Done** Key.

   The application highlights the first entry that matches the text you entered in step 4. If there is no match, the screen displays `No matches found for . . .` (the text that you entered).

6. Use the **Navigation** Keys to scroll through the directory.

Note: The entire directory is available. The "find" process determines which directory entry to select as your starting point.

7. If desired, use the **Right Navigation** Key to move from "list" view to "card" view. In card view, the telephone and department numbers for the entry are viewable. Use the **Left Navigation** Key to return to list view.

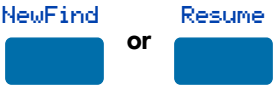
Note: While you are in card view, you may use the **Up** or **Down Navigation** Key to scroll through directory entries.

8. Press the **Dial** Key.

9. Press an **Individual Line** (DN) Key to call the person whose name is highlighted.

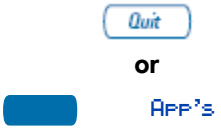
Note: Outgoing calls may not be placed on your ACD DN using your **In-Calls** Key.

To find another directory listing or to refine your current directory search:



Press the **NewFind** Key to begin a new search, or press the **Resume** Key to enter additional characters so that you may narrow your search.

To exit the Corporate Directory application:



Press the **Quit** Key or the **Applications** Key.

To copy an entry from the Corporate Directory to your telephone's Personal Directory:

1. With the entry selected in the Corporate Directory, press the **Copy** Key.
2. In the **Copy to** screen, press the **Directory** Key to copy the name and telephone number to your Personal Directory.

   After you complete editing and entering the name and telephone number, you are returned to the Corporate Directory.

Accessories for the Avaya 3905 Digital Deskphone

Optional items are available for use with your Avaya 3905 Digital Deskphone. Please contact your System Administrator for additional details.

Accessory Connection Module (ACM)

The **Accessory Connection Module** (ACM) provides the interface for adding the Analog Terminal Adapter, External Alerter and Recorder Interface, Personal Directory PC Utility, and Computer Telephony Integration Adapter.

Additional Key Caps

Four of the bottom six keys may be re-configured to meet your specific business needs. You may order an optional key cap kit which provides labeled key caps for these keys. The kit provides a key cap for each of the following features: Answer Agent, Activity, Answer Emergency, Observe Agent, and Display Calls Waiting.

Analog Terminal Adapter (ATA)

The **Analog Terminal Adapter** (ATA) allows you to connect an analog device such as a modem or fax machine to your telephone.

Computer Telephony Integration Adapter (CTIA)

The **Computer Telephony Integration Adapter** (CTIA) provides an interface between your Avaya 3905 Digital Deskphone and your PC for first party call control applications. The CTIA also functions as a Personal Directory PC Utility Cartridge when used with the optional Personal Directory PC Utility software.

Display-based Expansion Module

The **Display-based Expansion Module** provides additional line (DN) or feature keys for the Avaya 3905 Digital Deskphone. The Display-based Expansion Module has eight keys on three different layers for a total of 24 additional line (DN) or feature keys. The three layers are accessed through the use of a "page" key. The Avaya 3905 Digital Deskphone will support one Display-based Expansion Module.

External Alerter and Recorder Interface

The **External Alerter and Recorder Interface** lets you connect a remote ringer, indicator light, or recording device to your telephone.

Handset

The Avaya 3905 Digital Deskphone is not shipped with a **handset**. A handset is available as a hardware option for the telephone.

Headsets

Amplified and unamplified **Headsets** are compatible with your Avaya 3905 Digital Deskphone. The amplified headset is an option for noisy environments.

Headsets vary in electrical, physical and audio characteristics. Performance perception is subjective so it is recommended that the headset user try using their headset with each of the three settings on both internal and external calls to determine which works best for them.

To adjust the headset volume, go to the Options menu, Headset types and select one of the headset types from the sub-menu item: Headset 1, Headset 2 or Amplified.

Refer to your distributor for the latest product bulletin from Avaya for recommended headset types for the Avaya 3905 Digital Deskphone.

Key-based Expansion Module

The **Key-based Expansion Module** provides additional line (DN) or feature keys for the **Avaya 3905 Digital Deskphone**. You can add up to two Key-based Expansion Modules.

Personal Directory PC Utility

The **Personal Directory PC Utility** provides a faster, easier way to create or modify the Personal Directory on the Avaya 3905 Digital Deskphone. You can enter names and numbers into a directory file on your PC, and download the file directly from the PC to the Avaya 3905 Digital Deskphone through a serial port connection. You can also upload the Personal Directory from the Avaya 3905 Digital Deskphone to your PC so that you can modify the directory. The PC and the Avaya 3905 Digital Deskphone are connected using the Personal Directory PC Utility Cartridge. The Computer Telephony Integration Adapter (CTIA) may also be used to connect the PC and the Avaya 3905 Digital Deskphone when used with the optional Personal Directory PC Utility software.

Flexible Feature Codes (FFCs)

	Call Detail Recording Charge Account		Make Set Busy Deactivate
	Call Forward All Calls Activate		Malicious Call Trace
	Call Forward All Calls Deactivate		Override
	Call Forward All Calls Verify		Radio Paging
	Internal Call Forward Activate		Radio Paging Access
	Internal Call Forward Deactivate		Radio Paging Answer
	Remote Call Forward Activate		Ring Again Activate
	Remote Call Forward Deactivate		Ring Again Deactivate
	Park Call		Speed Call Controller
	Park Call Access		Speed Call User
	Pickup Ringing Number		System Speed Call User
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